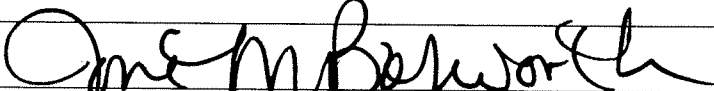


Department of Early Learning

Policy Title:	10.6.4 Licensed Child Care Information System (LCCIS)		
Procedure:	See attached		
References:	RCW 43.215.520		
Applies To:	Quality Division Staff	Contact:	Quality Division
Effective Date:	9-1-08	Review Date:	9-1-09
Reviewed:	<input checked="" type="checkbox"/> Quality Division <input checked="" type="checkbox"/> Assistant Director Quality		
Other Review (list)			
Director Approval:			

The Department of Early Learning (DEL), in adherence to RCW 43.215.520, will maintain a system to allow any member of the public to receive basic child care facility information. The terms “facility” and “provider” are used to indicate both licensed family child care homes and child care centers.

Purpose

Clarify and standardize the agency’s process when responding to the public through the Licensed Child Care Information System (LCCIS).

Policy

- I. In order to facilitate prompt compliance in maintaining a licensed childcare information system (RCW 43.215.520), DEL staff are expected to comply with this policy and the accompanying procedure.
- II. DEL Information Technology (IT) will maintain a web-based system that will allow users of the DEL website to search for providers and find information about the provider’s licensing status, complaint history, current licensing concerns and how to report suspected non-compliance with licensing standards.
- III. DEL staff will maintain a toll-free phone number for persons seeking information about licensed child care facilities. During regular business hours, all calls will be answered by DEL staff assigned to work on the LCCIS phone line. Calls left outside those hours will be returned within one (1) business day of receiving them.
- IV. DEL staff will maintain an e-mail address (lccis@del.wa.gov.) When individuals request information, LCCIS staff will communicate by telephone or e-mail within one (1) business day of receiving the request.
- V. DEL staff will advise callers, when asked, about how to report suspected or observed licensing non-compliance, or alleged abuse or neglect in a child care facility.
- VI. DEL staff will provide callers with referral information on other agencies or entities that may be of further assistance.
- VII. DEL staff will respond to all LCCIS requests in a courteous, professional and timely manner.

Attachments

LCCIS Procedure
LCCIS Protocol

Licensing Policy: Licensed Child Care Information System